Internet Facility at Railway Stations

†3772. SHRI SWARAJ KAUSHAL:
SHRI C. RAMACHANDRAIAH:

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Railways plan to install Internet facility at many railway stations;

(b) if so, the purpose of such installation;

(c) whether there is any plan to use computers to improve the rail service, particularly sale of tickets, reservations, etc;

(d) to what extent do delays still persist in the reservation counters at various stations;

(e) how do the railways propose to tackle this continuing problem of long delay in making reservations for train journeys; and

(f) the details of steps proposed to reduce time in such matters?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH): (a) No, Sir.

(b) Does not arise.

(c) Computerised reservation facilities have already been provided at 524 locations and it is proposed to provide the same at 80 more locations in 2000-01. Self Printing Ticketing Machines are provided at 160 stations. Season tickets in Mumbai suburban area are being issued through computers.

(d) During peak periods, waiting time is of the order of one hour and at other times it is less than 20 minutes.

(e) and (f) Railways propose to tackle this problem of delay in making reservation by:—

(i) Extension of PRS locations to 80 new locations during 2000-01.

(ii) Provision of additional counters at existing locations.

(iii) Providing access to computerised reservation facility to the travel agents and RTSA's.

(iv) Tele-Booking.

(v) Booking through Internet.

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†Original Notice of the Question was received in Hindi.